

# HCAHPS - National

HCAHPS Measure ID	HCAHPS Question
H_COMP_3_U_P	Patients who reported that they "Usually" received help as soon as they wanted
H_COMP_3_SN_P	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted
H_COMP_1_A_P	Patients who reported that their nurses "Always" communicated well
H_COMP_1_U_P	Patients who reported that their nurses "Usually" communicated well
H_COMP_1_SN_P	Patients who reported that their nurses "Sometimes" or "Never" communicated well
H_COMP_2_A_P	Patients who reported that their doctors "Always" communicated well
H_COMP_2_U_P	Patients who reported that their doctors "Usually" communicated well
H_COMP_2_SN_P	Patients who reported that their doctors "Sometimes" or "Never" communicated well
H_COMP_3_A_P	Patients who reported that they "Always" received help as soon as they wanted
H_COMP_4_A_P	Patients who reported that their pain was "Always" well controlled
H_COMP_4_U_P	Patients who reported that their pain was "Usually" well controlled
H_COMP_4_SN_P	Patients who reported that their pain was "Sometimes" or "Never" well controlled

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HCAHPS Answer Description	HCAHPS Answer Percent
Patients "usually" received help as soon as they wanted	23%
Patients "sometimes" or "never" received help as soon as they wanted	9%
Nurses "always" communicated well	79%
Nurses "usually" communicated well	17%
Nurses "sometimes" or "never" communicated well	4%
Doctors "always" communicated well	82%
Doctors "usually" communicated well	14%
Doctors "sometimes" or "never" communicated well	4%
Patients "always" received help as soon as they wanted	68%
Pain was "always" well controlled	71%
Pain was "usually" well controlled	22%
Pain was "sometimes" or "never" well controlled	7%

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Footnote	Measure Start Date	Measure End Date
	10/01/2012	09/30/2013
	10/01/2012	09/30/2013
	10/01/2012	09/30/2013
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	10/01/2012	09/30/2013
	10/01/2012	09/30/2013
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H_COMP_5_A_P	Patients who reported that staff "Always" explained about medicines before giving it to them
H_COMP_5_U_P	Patients who reported that staff "Usually" explained about medicines before giving it to them
H_COMP_5_SN_P	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them
H_CLEAN_HSP_A_P	Patients who reported that their room and bathroom were "Always" clean
H_CLEAN_HSP_U_P	Patients who reported that their room and bathroom were "Usually" clean
H_CLEAN_HSP_SN_P	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean
H_QUIET_HSP_A_P	Patients who reported that the area around their room was "Always" quiet at night
H_QUIET_HSP_U_P	Patients who reported that the area around their room was "Usually" quiet at night
H_QUIET_HSP_SN_P	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night
H_COMP_6_Y_P	Patients who reported that YES, they were given information about what to do during their recovery at home
H_COMP_6_N_P	Patients who reported that NO, they were not given information about what to do during their recovery at home
H_HSP_RATING_9_10	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)
H_HSP_RATING_7_8	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)

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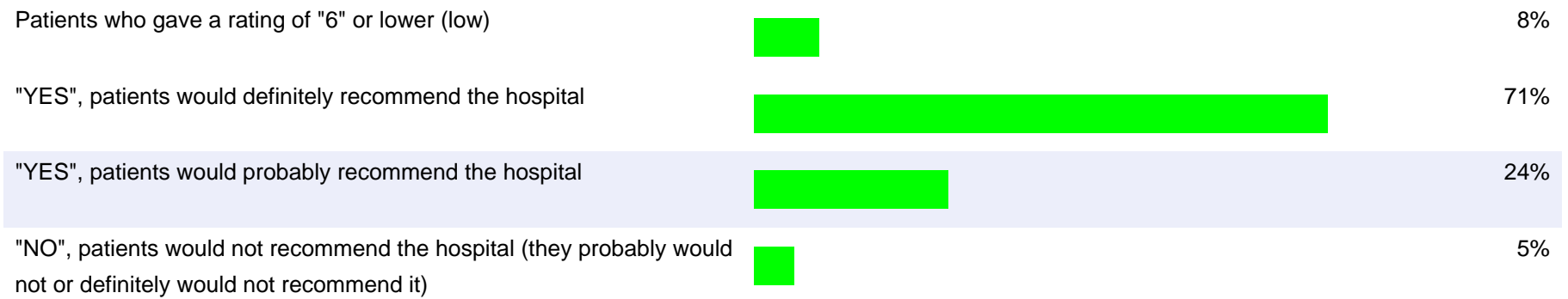
10/01/2012

09/30/2013

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H_HSP_RATING_0_6	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)
H_RECMND_DY	Patients who reported YES, they would definitely recommend the hospital
H_RECMND_PY	Patients who reported YES, they would probably recommend the hospital
H_RECMND_DN	Patients who reported NO, they would probably not or definitely not recommend the hospital

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